

Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



2018-325-E
278953

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Individual Complaint Form

Date*: 10/15/2018

Complainant or Legal Representative Information:

* Required Fields

Name * Frederick Carlos Howard

Firm (if applicable)

Mailing Address * 140 Wickersham Way

City, State Zip * Easley SC 29642

Phone * 8645906867

E-mail CARLOSHOWARD11@GMAIL.COM

Name of Utility Involved in Complaint: * DUKE ENERGY OF THE CAROLINAS

Type of Complaint (check appropriate box below.) *

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input checked="" type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input type="checkbox"/> Other (be specific) | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: B.KIRBY/ C.CAMPBELL

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

I have been having difficulties paying Duke energy. I was set up on arrangement for \$326.00 due Oct 11th by ORS. On October 10th, I was informed of a pay garnishment by IRS, that would not leave me with funds to pay previous bill. Attempts to have payment modified were denied by Duke energy and again by ORS after contacting them as well. I can provide documentation showing our household hardship due to IRS garnishment.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I am requesting until Oct 29th/30th to make previous payments, and to have arrangements that are more in line with paydates of 15th or 30th moving forward. Additionally payments above \$260 are somewhat of a hardship financially, so I am requesting that arrangements are affordable if possible.

****I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.**

☒ Yes ☐ No

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF Pickens)

VERIFICATION

I, Frederick C Howard
Complainant's Name *

verify that I have read my complaint filed on 10/15/18
Date *

and know the contents thereof, and that said contents are true.

Frederick Howard
Complainant's Signature * (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
H.E.	

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

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Phone: 803-896-5100

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Save as PDF file and Email form
to: contact@psc.sc.gov

* Required Fields

Letter of Protest

Date: * October 15, 2018

in Docket _____ - _____ - _____

Print

Protestant Information:

Name * Frederick Carlos Howard

Mailing Address * 140 Wickersham Way

City, State Zip * Easley, SC 29642 Phone * 8645906867

E-mail carloshoward11@gmail.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a customer of Duke Energy.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

I have been dealing with difficulties paying the company for a while due to financial hardships. Most recently in working with the office of regulatory staff, I was set up on a payment plan, that would allow me to pay the past due in addition, an amount of \$88 per month for six month. My most recent payment was due on Oct 11th, in the amount of \$326.00. Due to the hurricane disconnections were cancelled until October 15th. Unfortunately my wife and I were hit with an IRS garnishment of wages on October 10th, in the amount of \$426.00. This garnishment would make it impossible to pay Duke by the due date. I requested that I be given another two weeks to pay the amount, based on our pay schedule. That was denied by Duke Energy. I also requested the same arrangements thru the ORS. That request was also denied. I am just requesting that I be given a fair opportunity to pay due to these circumstances. Ideally I am understanding that my total amount due is roughly \$760.00, and I am requesting that the amount be divided into 2-3 payments based on my pay schedule, beginning Oct 29th that would allow us to get caught up.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *

Yes